

Customer Service Report for DCOB

For the period: Thursday, November 01, 2007 12:00:00 AM to Friday, November 30, 2007 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
ASR											
Colocation-ON	0	0	0	2	0	1	0	0	1	0	0
CIT Categories											
General Info	0	1	0	0	0	0	1	0	0	0	0
Connectivity											
TCP/IP	0	2	0	0	0	0	2	0	0	0	0
NIH Data Center											
Aperture Vista	0	53	0	0	0	0	0	0	53	0	0
NIH DATA CENTER											
APERTURE VISTA	0	6	0	0	0	0	0	0	6	0	0
NIHnet											
Maintenance-Facilities Power	0	0	0	1	0	0	0	0	1	0	0
Outage-Bldg 12 Data Center	0	1	0	0	0	0	1	0	0	0	0
Web Site Issue (non-CIT)											
Other	1	0	0	0	0	0	0	0	1	0	35
Grand Total:	1	63	0	3	0	1	4	0	62	0	1

Total Tickets Closed:	62
Total Tickets Assigned/Pending/Checked Out:	5
Total Tickets Created:	67